Wolters Kluwer
CCH

CCH eSign
User Guide

December 2013

123456

Contents

Chapter 1

INTRODUCING CCH ESIGN

Welcome to CCH eSign!

CCH eSign allows you to securely send documents to your clients, employees, and other third parties to obtain their electronic signatures. We have collaborated with AssureSign to provide you a secure eSign solution that is compliant with the ESIGN Act and the guidelines provided by the Internal Revenue Service (IRS).

What can be eSigned?

While most documents can be legally eSigned per the ESIGN Act, the IRS does not accept eSignatures on all forms at this time. Documents and forms that can be eSigned include:

- Engagement Letters, Representation letters, Confirmations
- Internal HR documents, Partnership agreements
- IRS forms and documents:
  - Sec 7216 Consents
  - Form 4506-T Request for Transcript of Tax Return
  - Form W4 and W9
  - 8879 (1040 only)

    Note: See Appendix for a list of states that currently accept electronic signatures on the 8879.

Chapter 2

Quick Start

This chapter is designed to familiarize you with the basics of the CCH eSign process, including setting up an eSign account and sending files for eSign.

Updating Your Permission Key

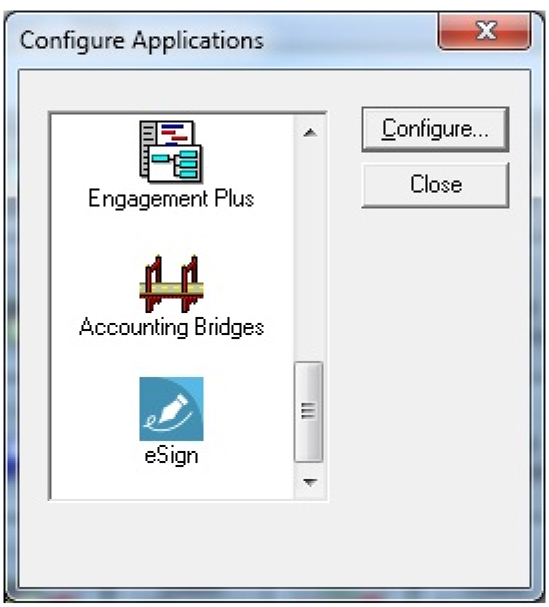
Visit support.cch.com to download or update a permission key. Follow the steps provided on the [CCH Customer Support Web site.]()

Note: When adding a new license, use the *Only Update Licensing From New Permission Key* option.

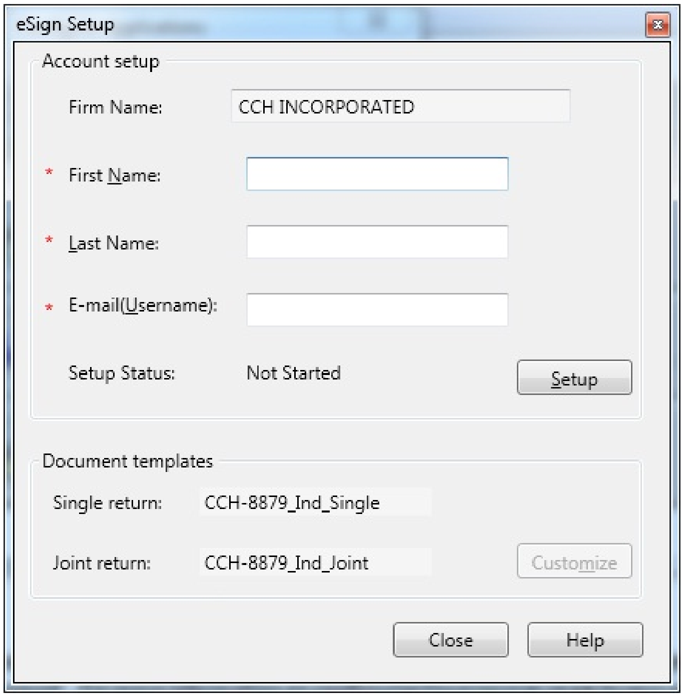
Setting Up Your eSign Account in Office Manager

Use the procedure below to setup an account with AssureSign. The account allows you to manage users, customize the user experience, and monitor eSign usage.

1. In Office Manager, select **Configure Applications**.
2. Highlight **eSign** and click the **Configure** button.



3. In the eSign Setup dialog, enter the **name** and **E-mail** information of the administrator of your eSign account.
4. Click **Setup**.



Note: Setup status is set to complete after the eSign account has been successfully setup.

Accessing your eSign Account and Setting Up Users

The eSign administrator you set up previously will receive an e-mail with a temporary password and a URL to access the eSign account. After the eSign administrator has logged into the eSign account, they can start sending documents for eSign. Your eSign administrator can also set up other users to access the eSign account.

For 8879

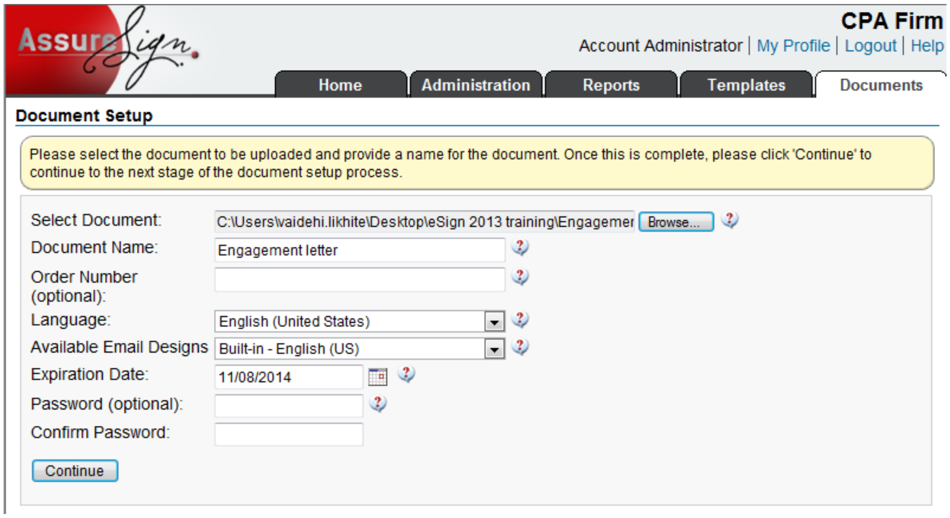
Setup tax preparers as users in the eSign account. Use the same email address used for the tax preparer in ProSystem *fx* Tax when you setup the user for your eSign account. For more information on configuring tax preparer users to your eSign account, refer to Configuring Tax Preparers in ProSystem *fx* Tax (for 8879 eSign only).

Sending Documents for eSign

Use the following procedure to start sending documents.

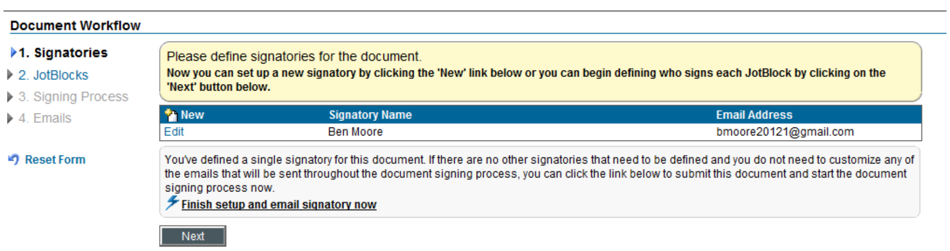
1. Select the **Documents** tab in your eSign account and click **Browse** to select the document.
2. Enter the required information.

3. Select the **Continue** button and follow the instructions on the subsequent screens to complete the upload.



Tips:

- You may want to give every document a unique name so as that it is efficient to track, retrieve or store the signed copy of the document.
- If you only have one signatory you can skip the remaining document setup process by selecting Finish setup and email signatory now link.



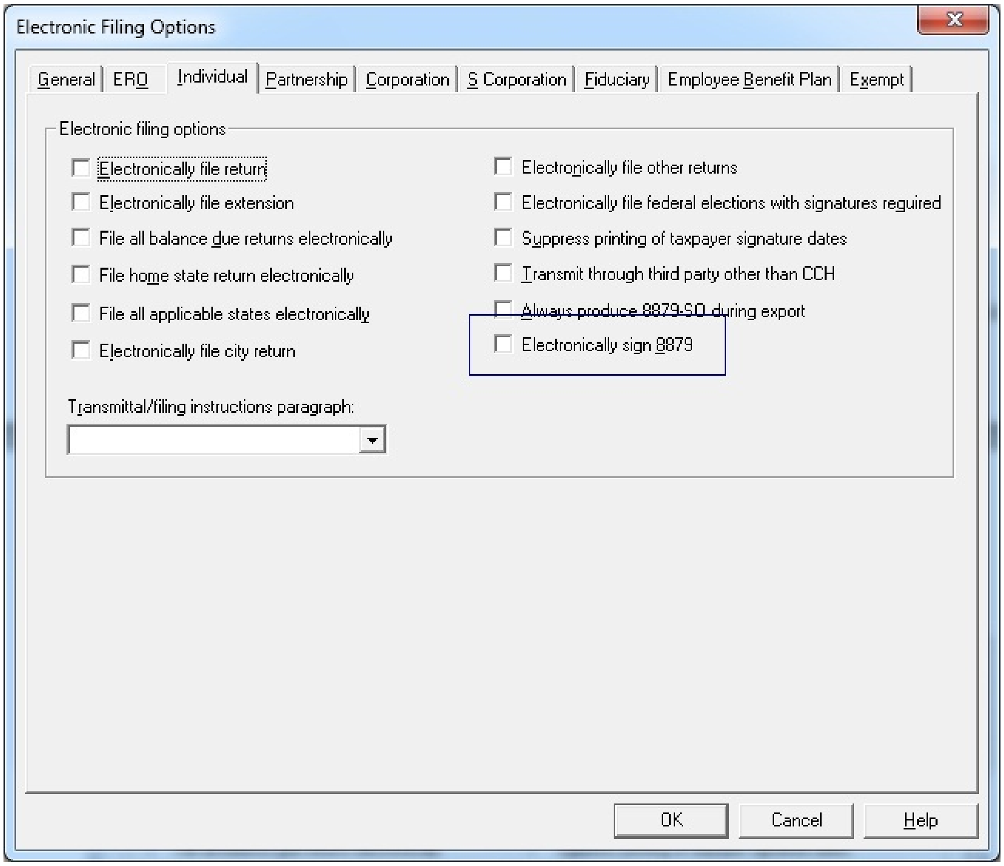
For additional information, refer to the AssureSign Knowledge Base. If you have additional questions, contact CCH Customer Support at http://support.cch.com/ticket/.

Sending 8879 for eSign via ProSystem *fx* Tax

1. You can activate eSign for your office group or in each return. Activate eSign by doing one of the following:

   - By office group, activate eSign for all returns in the office group at the account group level in Office Manager.

     In Office Manager, navigate to **Configure Applications > Tax Preparation >** ***<office group>*** **> Electronic Filing Options > Individual** tab and select the option to **Electronically sign 8879**.



- On a return-by-return basis, activate eSign by selecting **Yes** in the following:

  Worksheet view

  General | Electronic filing | Printing Options

  Interview forms

  EF-1 | Box 58

2. In your tax return, ensure you have entered an email address for the taxpayer (and the spouse if filing a joint return).

   Worksheet view

   Basic Data | General | Email

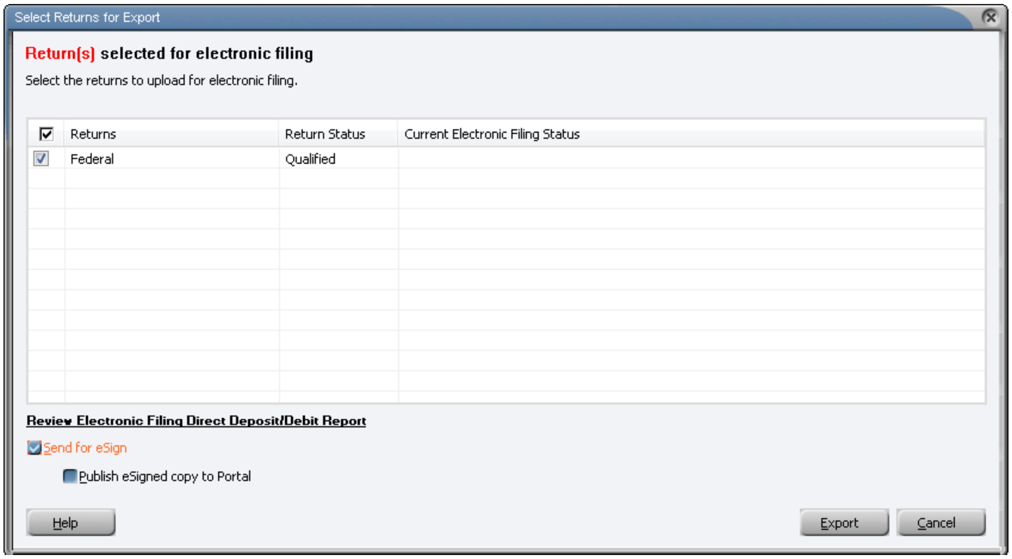
   Interview forms

   Form 2 | Taxpayer email Box 98; Spouse email Box 99

Note: Taxpayer and spouse email will need to be two separate emails.

3. Calculate your return and address any open eSign diagnostics.
4. Select **File > Export > Electronic Filing > Return** to open the *Select Returns for Export* dialog.
5. On the *Select Returns for Export* screen, select the **Send for eSign** option.

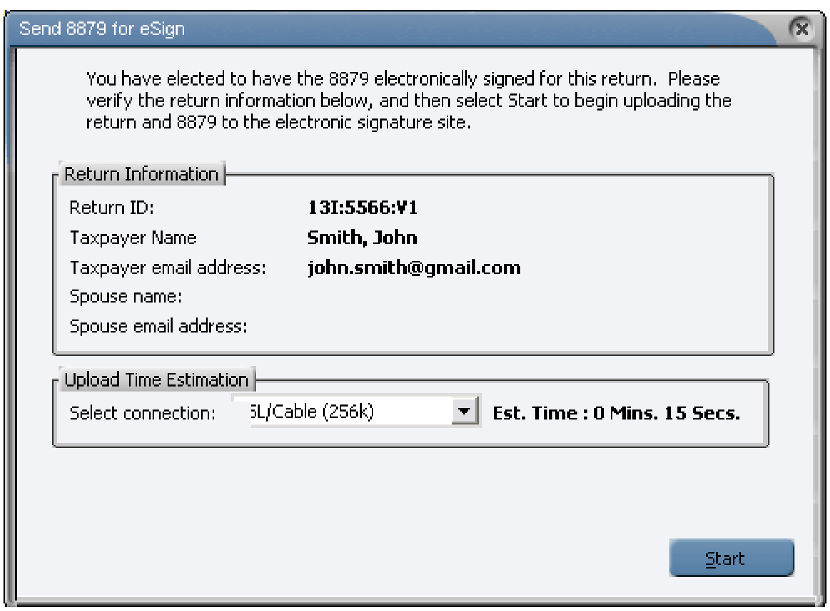
6. Click **Export**.



If you select the Publish eSigned copy to Portal option, a signed copy of the return will publish to CCH Portal after the taxpayer (and spouse, if applicable) has signed the return. If the return is not already associated with a client portal, you will be prompted to make the association with the portal during the upload process.

Note: 8879 requests sent on October 20 or prior will be available for eSign until October 20. Tax returns sent for eSign after October 20 will be available for eSign for 60 days.

7. On the confirmation screen click **Start**.



Continue through the wizard to finish the upload of the tax return to ELF. For information about tracking the status of eSign in ELF, see chapter ELF Status System Updates.

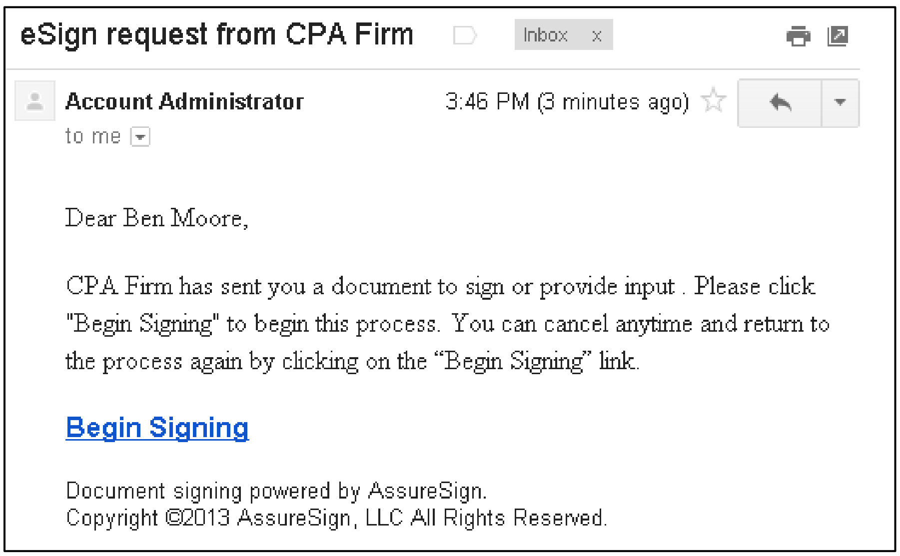
Chapter 3

Signer Experience

Once you have sent a request for eSign, the signer will perform the following steps to provide their signature.

Receive email Notifications

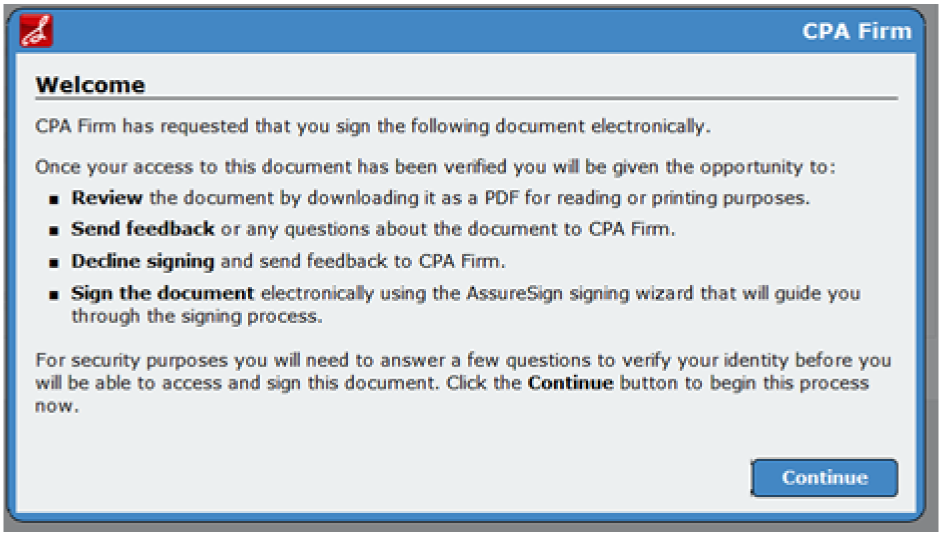
The following is an example email that the signers will get:



Note: You can customize the text of the emails. For more information about customizing emails refer to Customizing Email notifications.

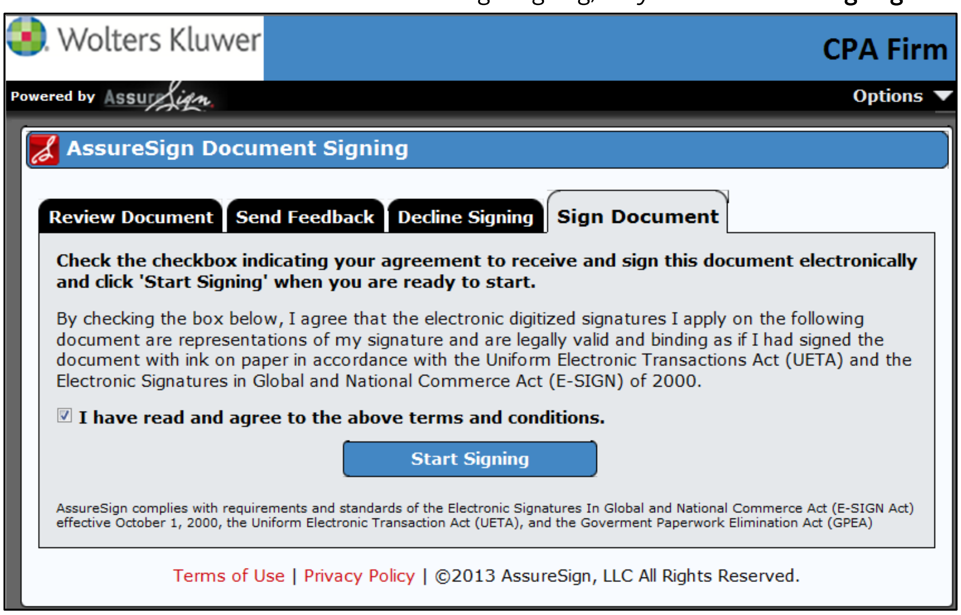
Begin signing

The email contains a link that takes the signer to the AssureSign Web site. From the email, they select **Begin Signing** to open the Welcome page on the AssureSign Web site. Once they have read the information, the signer will click **Continue**.



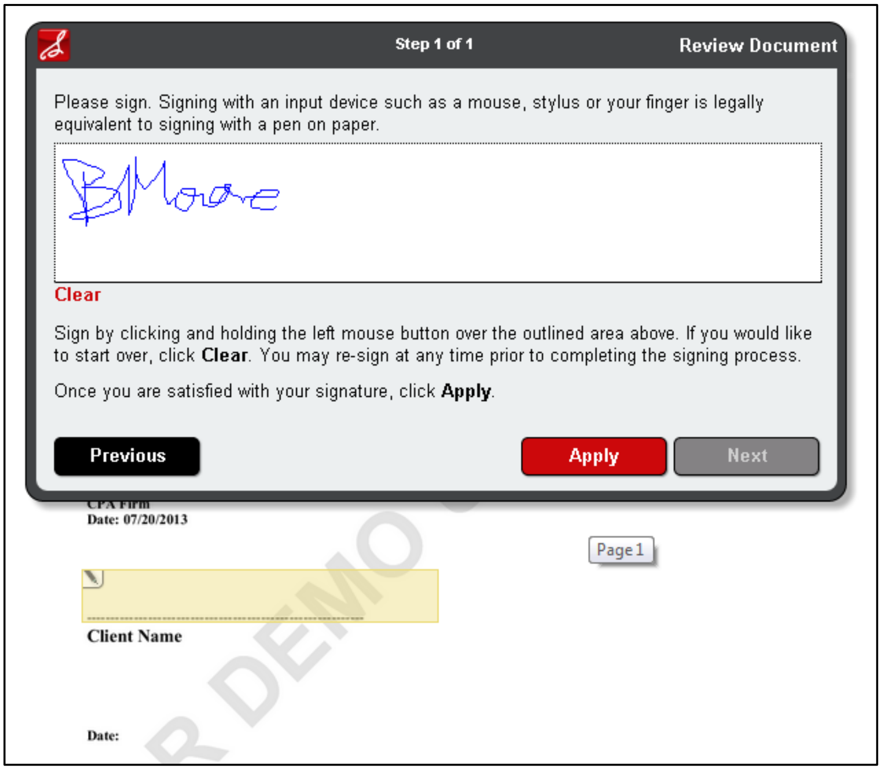
Provide Consent per Requirements of the ESIGN Act

On the Sign Document tab, the signer should review the agreement and then select the **I have read and agree to the above terms and conditions** check box. To begin signing, they will select **Start Signing**.



Provide a Signature

The Signer can provide a signature using a mouse, stylus, or a touch pad. Follow the on-screen instructions to complete the signing.

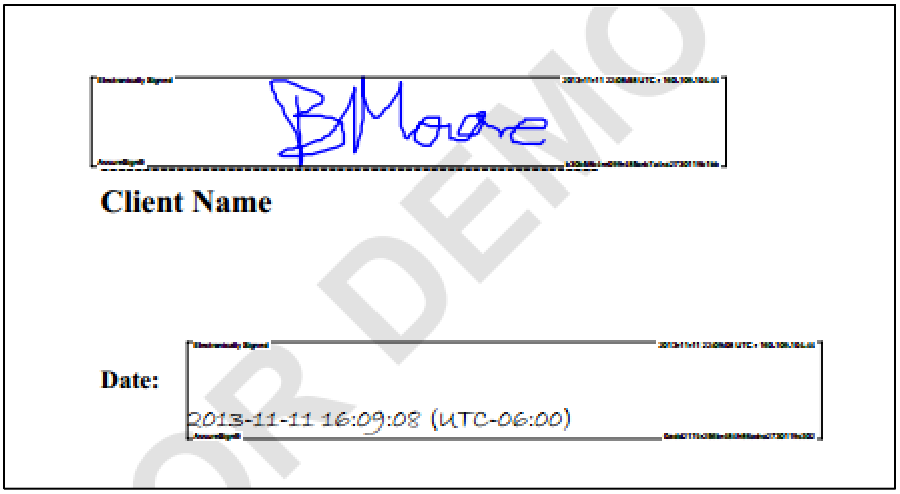


View Signed Documents

The Signer can view, print, or download the document immediately after signing by clicking **View Completed Document**.

Expanded view of signature and date

Below is an expanded view of how the signature will show in the document.



Email with a link to the Signed Document

An email is sent to the Signer so that they can review signed documents at a later date.


Your CPA Firm document has been completed and is now available for download

Inbox x

Account Administrator

to me

Dear Ben Moore,

Document signing has been completed. Please click "View Document" to view or download the final signed copy of the document.

View Document

Document signing powered by AssureSign.
Copyright ©2013 AssureSign, LLC All Rights Reserved.

Note: You can customize the text of the emails. For more information about customizing emails refer to Customizing Email notifications.

Reminders

If the recipient of your eSign request does not provide a signature, CCH eSign allows you to configure automated emails that are sent on a periodic basis. You can also send reminders at any time you wish to remind the signatory. The following is an example of a reminder email. For more information on reminders refer to chapter Managing Reminders.


Your document needing signature from CPA Firm will expire on 2013-11-16 T04:59:59   Inbox x

Account Administrator admin@cpafirm.com via assuresign.com   8:37 AM (0 minutes ago)
to me

Dear Ben Moore,

Your CPA Firm document has not yet been signed by all required parties. If the signing process is not completed by 2013-11-16T04:59:59, the document will expire and will no longer be available to be signed. If you have not yet had a chance to finish signing the document, you may sign it now by clicking here.

Thank you.

Document signing powered by AssureSign.
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Note: You can customize the text of the emails. For more information about customizing emails refer to Customizing Email notifications.

Chapter 4

Sending Options

CCH eSign provides multiple options to fit eSign into your firm's processes. You can send documents for eSign using any of the following:

Web Interface

This is the most simple to set up and is accessible anywhere, anytime. Once users are setup, they can log into the eSign account, provide their credentials, and start sending documents. See section Sending Documents for eSign in Quick Start for additional information. This option can be used for any document sent for eSign but is best used for documents that do not confirm to a standardized process.

AssureSign API

Our eSign partner, AssureSign, provides easy-to-integrate APIs (DocumentNow®) with which you can build integration with your existing processes. Refer to AssureSign Knowledge Base for API information, code samples, etc. This option is recommended when integrating CCH eSign within your existing processes.

Desktop Applications

These are desktop applications that allow you to quickly and easily send documents from your computer to eSign without having to log into the web UI. You can choose from two applications:

- Send to AssureSign desktop application
- Document Launch utility

Send to AssureSign desktop application

This application allows you to send documents for eSign in bulk or on a document-by-document basis. It also allows access to more advanced functionality for applying jotblocks (signature and user input fields) during signing process.

For more information and installation files, refer to Assuresign Knowledge Base or contact CCH support at http://support.cch.com/ticket/.

Notes:

- On installation, you will be prompted to enter URL for your eSign account. Enter URL: https://na1.assuresign.net.
- On installation of this application AssureSign installs a print driver called "Send to AssureSign" that may be used to print from any application directly into the Send to AssureSign workspace.

Document Launch Utility

This utility allows you to send for eSign by drag and drop or by using the context menu to select "Send to Assuresign." You can send Microsoft Word documents with the extensions .DOC / .DOCX , Portable Document Format documents with the extension PDF, documents with extensions .ODT, rich text documents with extension .RTF, documents with extensions .HTM/.HTML and extensions .TIF/.TIFF.

For more information and installation files, refer to [Assuresign Knowledge Base]() or contact CCH support at http://support.cch.com/ticket/.

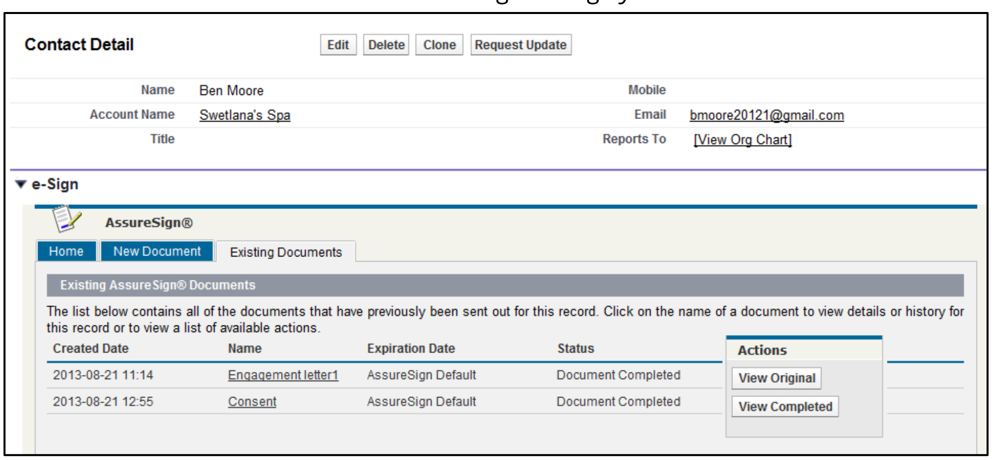
Note On installation, you will be prompted to:

- Enter URL for your eSign account. Enter URL: https://na1.assuresign.net.
- Enter DocumentNow Account Context Identifier (This is available in your eSign account at **Administration>Settings>Document Now Integration.**)

CRM integration

Integration with Salesforce

You can send and track documents sent for eSign through your Salesforce account.



Refer to the AssureSign Knowledge Base to configure your Salesforce account.

- Installing AssureSign for Salesforce
- Adding AssureSign to the Appropriate Page Layout(s)
- Configuring AssureSign/Salesforce Object Field Mapping

Integration with Microsoft Dynamics

You can send and track documents sent for eSign in Microsoft Dynamics. For more information about integration with Microsoft Dynamics, refer to the AssureSign Knowledge Base.

- Installing the AssureSign solution for Dynamics CRM 2011/2013
- Configuring Security
- CRM Data Mapping Instructions
- Working with Documents
- Configuring Relationships with Other Entities

Chapter 5

TRACKING AND REPORTING OPTIONS

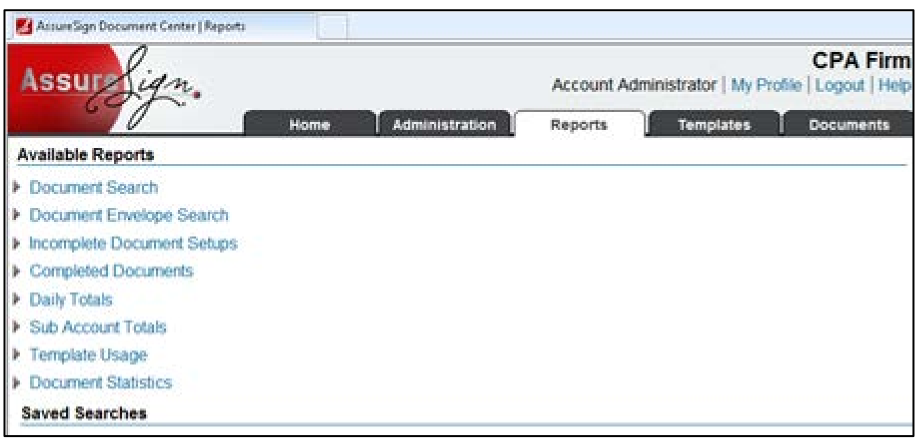
Documents sent for eSign can be tracked in three ways:

- Document Search/Document Details
- DocumentTRACK®
- Electronic Filing Status system (8879 only)

Document Search/Document Details

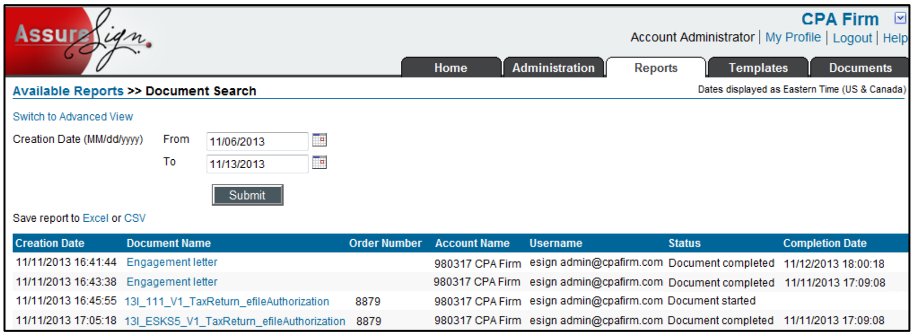
All documents sent for eSign can be tracked from transaction reports available under the Reports tab in your eSign account.

1. From the list of available reports, click **Document Search**.

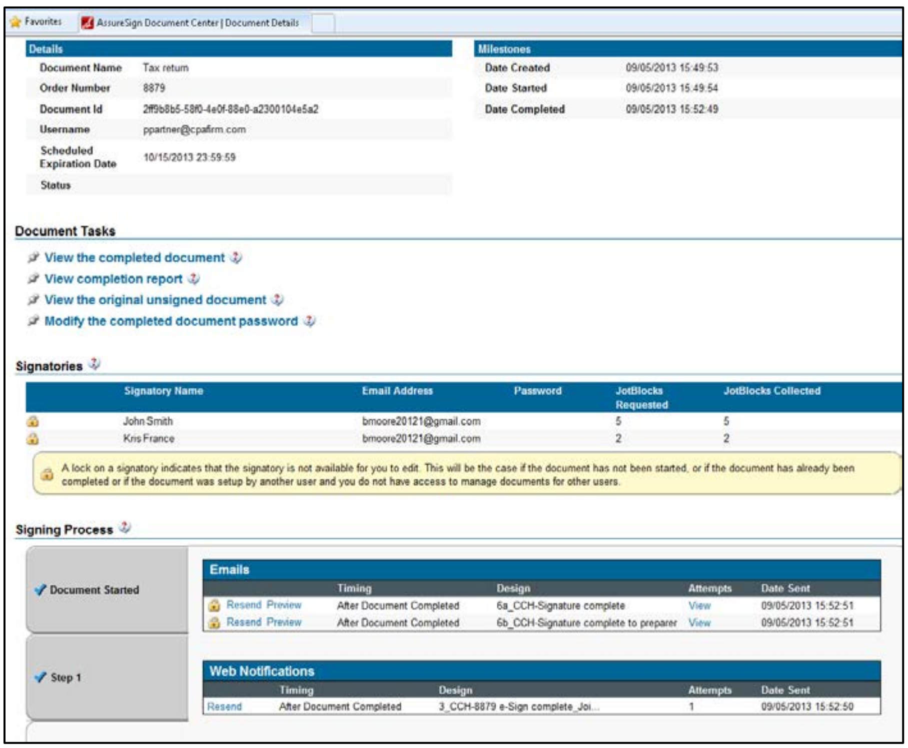


2. Select the **From** and **To** period from the Creation Date drop-down lists.

3. Click **Submit**. A list of documents along with their eSign status display from within the Creation Date range selected.



4. Click the **Document Name** to view the document details.



DocumentTRAK®

DocumentTRAK allows you to integrate your status tracking of eSign documents with your firm's process. Tracking information is sent via web notifications to a URL end-point defined by you. For more information about using DocumentTRAK, refer to AssureSign Knowledge Base. If you have additional questions contact CCH Customer Support at http://support.cch.com/ticket/.

Electronic Filing (ELF) Status system (8879 only)

The ELF Status system has been pre-configured to reflect the status of your 8879 documents. Refer to chapter ELF Status System Updates.

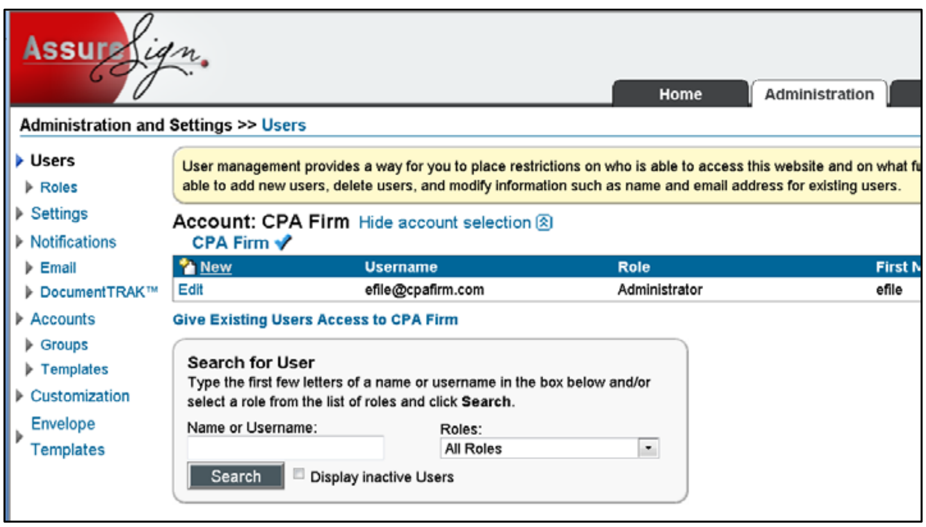
Chapter 6

MANAGING USERS

Adding Users

To add a user, do the following:

1. In your eSign account, click the **Administration** tab and select > **Users**.
2. Click the **New** link to create a new user.
3. The name, email, and role fields are required.
4. Click **Save.**



Selecting a Role

Choose from the following roles:

- Administrator. Allows complete access to all eSign functions and documents.
- Power User. Allows access to all eSigned documents but does not allow access to administration functions.
- Limited User. Limits the access to documents created by user.

You can customize the permissions provided in a role or add new roles. For more information on adding users, roles and permissions, refer to the AssureSign Knowledge Base. If you have additional questions, contact CCH Customer Support at http://support.cch.com/ticket/.

Configuring Tax Preparers in ProSystem *fx* Tax (for 8879 eSign only)

Setup tax preparers as users in the eSign account. Use the same email address used for the tax preparer in ProSystem *fx* Tax when you setup the user for your eSign account.

If your firm uses a centralized email address as the tax preparer email address, use this email address to establish a user in your eSign account. If your firm uses multiple tax preparer s each with a separate email, then each of these tax preparers will need to be set up as a user in your eSign account.

When uploading the return for eSign, ProSystem *fx* Tax will pick the tax preparer email address as below:

1. Tax preparer email address entered in the return.

   Worksheet view

   General | Return Options | Preparer Information--Override Office Manager | Preparer e-mail address

   Interview form

   Form 3 | Box 48

2. If email #1 is not provided, the email specified in Office Manager (Configure Staff | < Staff > | Setup | Tax preparer tab | E-mail address) for the tax preparer code specified in the return.

   Worksheet view

   General | Electronic Filing | Electronic Return Originator Override | Individual preparer code

   Interview form

   Form 3 | Box 40

3. If email #1 or #2 is not provided, the tax preparer address entered in the return.

   Worksheet view

   General | Electronic Filing | Electronic Return Originator Override | Preparer e-mail address

   Interview form

   EF-2 | Box 46

4. If emails are not provided at # 1, #2 or #3, the email provided for the ERO in Office Manager (Configure applications | Tax Preparation | Configure | <Office group> | Electronic Filing Options | Setup | ERO tab | Preparer email address.

   Warning! If a user with the tax preparer email is not setup in your eSign account, the upload will not complete and an error message will be displayed.

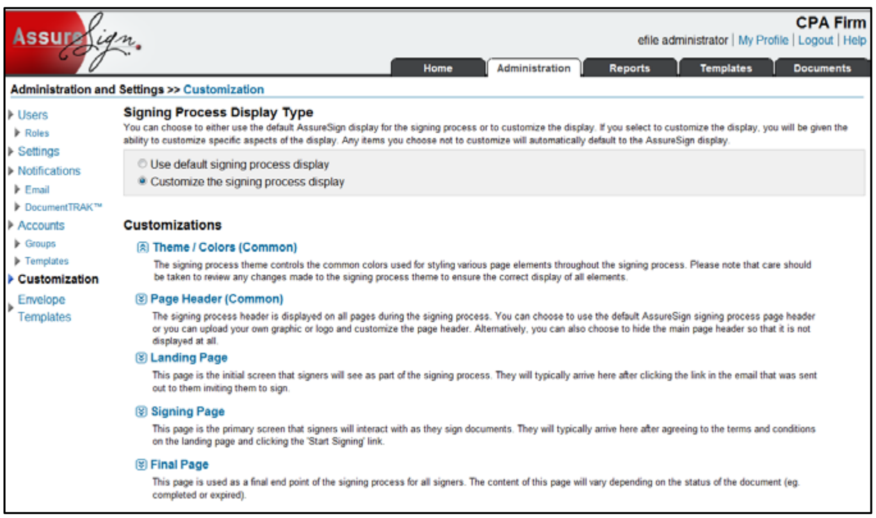
   Tip: If you do not want tax preparers to have access to other tax preparer's returns, you may want setup the tax preparer as a limited user or alternately modify the Document and Reporting permissions to prevent access to documents created by other users.

Chapter 7

Managing Branding

You can add your firm's logo and modify color preferences (of signing screens) to match your firm's branding. In your eSign account, select the **Administration** tab and click **Customization**.

- To customize colors, select **Theme/Colors (Common)** and make appropriate selections.
- To upload your logo, follow the instructions under **Page Header (Common)**.



Tip: For mobile usage, your eSign account can be configured with a smaller sized logo.

Note: Themes and colors cannot be modified for mobile usage at this time.

To make additional changes to the user experience, refer to the AssureSign Knowledge Base. If you have questions, contact CCH Customer Support at http://support.cch.com/ticket/.

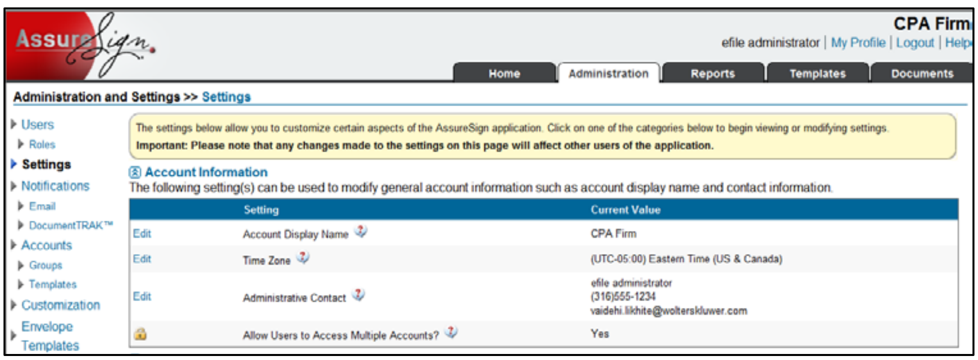
Chapter 8

Customizing Account Settings

You can customize firm name, security policies, and notification preferences to match the needs of your firm. To modify account settings, in your eSign account, select the **Administration** tab and click **Settings**.

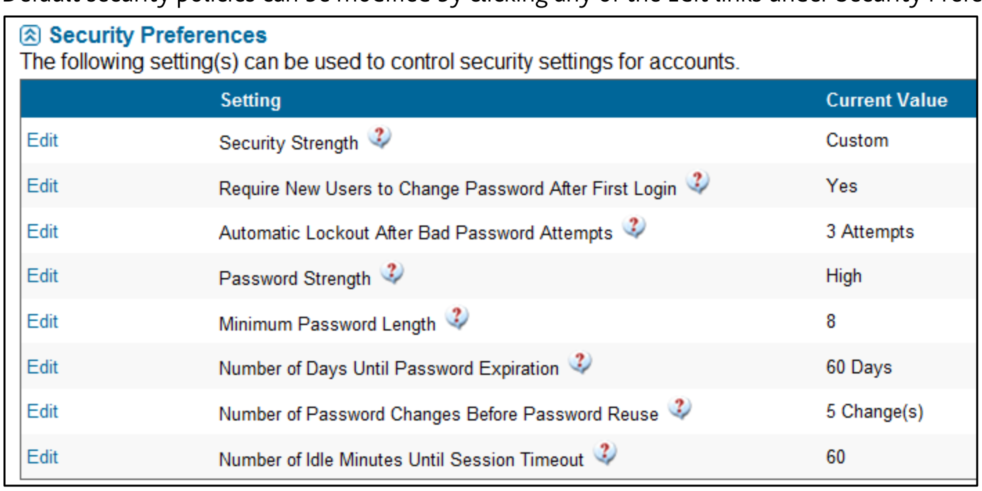
Customizing the Firm Name

When the account is setup, the Firm Name used in ProSystem *fx* Tax Office Manager is automatically populated. Under Account information, select the **Edit** link to modify the Account Display Name.



Customizing Security Policies

Default security policies can be modified by clicking any of the Edit links under Security Preferences.

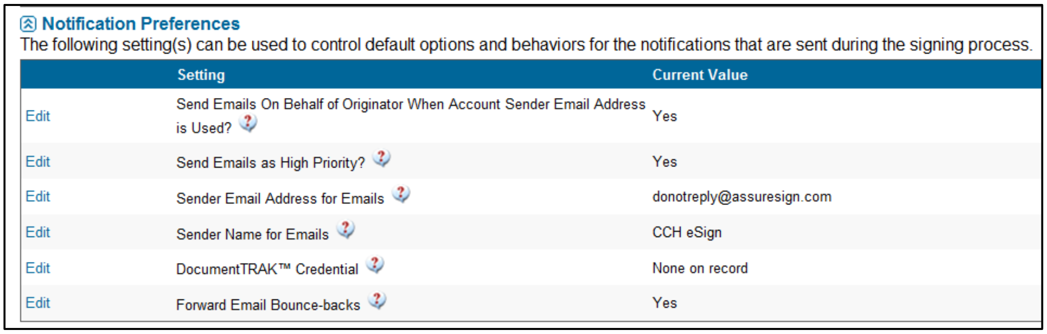

Security Preferences

The following setting(s) can be used to control security settings for accounts.

	Setting	Current Value
Edit	Security Strength	Custom
Edit	Require New Users to Change Password After First Login	Yes
Edit	Automatic Lockout After Bad Password Attempts	3 Attempts
Edit	Password Strength	High
Edit	Minimum Password Length	8
Edit	Number of Days Until Password Expiration	60 Days
Edit	Number of Password Changes Before Password Reuse	5 Change(s)
Edit	Number of Idle Minutes Until Session Timeout	60

Customizing Notification Preferences:

Default notification preferences can be can be modified by clicking any of the Edit links under Notification Preferences.



Notification Preferences

The following setting(s) can be used to control default options and behaviors for the notifications that are sent during the signing process.

	Setting	Current Value
Edit	Send Emails On Behalf of Originator When Account Sender Email Address is Used?	Yes
Edit	Send Emails as High Priority?	Yes
Edit	Sender Email Address for Emails	donotreply@assuresign.com
Edit	Sender Name for Emails	CCH eSign
Edit	DocumentTRAK™ Credential	None on record
Edit	Forward Email Bounce-backs	Yes

The sender information in email notifications can be customized in the following ways:

Sending emails Using the Tax Preparer email Address

The default setting is to send emails using the tax preparer email address and no further configuration is necessary.

Using a common firm-wide Sender Name and Email Address

To use this option:

- Edit the information for *Sender Email address for Emails* and *Sender Name for Emails.*
- Setup your domain to allow AssureSign email servers to send mail on your behalf:

  There are two technologies that are used for this purpose are SPF and DKIM. Both technologies use the DNS system for configuration. For more information about configuring your domain, refer to the AssureSign Knowledge Base.

Using a common firm-wide Sender Name and the AssureSign Domain for email

To use this option:

- Edit the information in *Sender Name for Emails*.
- Set *Send Emails on Behalf of Originator When Account Sender Email Address is Used* to **No**.

For more information on about customizing your account settings, refer to AssureSign Knowledge Base. If you have additional questions, contact CCH Customer Support at http://support.cch.com/ticket/.

Chapter 9

USING DOCUMENT TEMPLATES

While you can send a document for eSign without the use of a document template, using templates can simplify customization of your eSign process. Templates are required when sending bulk transmissions using the Send to AssureSign (desktop application), tax documents from ProSystem *fx* Tax, documents through your CRM applications (Salesforce.com or Microsoft Dynamics), or through custom development using AssureSign API.

Document templates allow you to:

- Pre-configure the content of your document
- Provide input areas for the signer
- Define number of signatories
- Define placement of the signature and order of signatures
- Provide input areas for the signer
- Pre-configure notifications and reminders

Templates can be defined with pre-defined content (for example, Sec 7216 consent); or they can only define the workflow of the signature process when documents are not expected to have standardized content.

Note: If you are creating a custom template to manage 8879 email notifications, refer to section Modifying CCH email designs in chapter Customizing Email notifications.

For more information on creating /importing/modifying templates, refer to the AssureSign Knowledge Base. If you have additional questions, contact CCH Customer Support at http://support.cch.com/ticket/

Chapter 10

CUSTOMIZING EMAIL NOTIFICATIONS

There are two types of notifications used in the eSign process:

- Email notifications
- DocumentTRACK®

Email notifications are event based emails sent to the signatories or the sender to inform them of the status of the document. This chapter explains the process of configuring and customizing email notifications. DocumentTRACK® notifications are web communications from AssureSign to the configured servers. Docutrack is explained in chapter Tracking and Reporting Options.

Your eSign account comes with a set of default email designs that are preconfigured for sending emails to the appropriate parties based on the events in the signing process. For example, there is an email design to request your client to provide eSign and another email design to inform the sender that the documents have been signed.

In your eSign account, Navigate to Administration > Notifications > Email. The following built-in email designs are available for selection in your document template.

New	Email Design Name	Email Design Set
Copy Preview	Authentication failed	Built-in - English (US)
Copy Preview	Before signing step - Originator	Built-in - English (US)
Copy Preview	Document available to sign	Built-in - English (US)
Copy Preview	Document cancelled	Built-in - English (US)
Copy Preview	Document completed	Built-in - English (US)
Copy Preview	Document declined	Built-in - English (US)
Copy Preview	Document expired	Built-in - English (US)
Copy Preview	Document expired - Originator	Built-in - English (US)
Copy Preview	Document feedback submitted	Built-in - English (US)
Copy Preview	Document pre-expiration warning	Built-in - English (US)
Copy Preview	Document pre-expiration warning - Originator	Built-in - English (US)
Copy Preview	Envelope feedback submitted	Built-in - English (US)
Copy Preview	Signing step completed	Built-in - English (US)

These default Email designs are locked and cannot be changed. They can be used as a starting point to make further modifications. To customize emails, make a copy of the appropriate default email design and then select the Edit link to make modifications. You can customize the text in the emails per your firm's standards, add branding, or create additional notifications relevant to the type of document you are sending.

Tips:

- If you expect to make a several modifications to the default templates, consider creating an email design set to group your custom email designs.
- You can specify an email design set when creating document templates. This will help in filtering the relevant email designs for the document template.
- If you expect most of your documents to follow the same email design set, you may want to set it as a default email design set.

For additional information on creating or modifying an email design and using email sets refer to AssureSign Knowledge Base. If you have additional questions, contact CCH Customer Support at http://support.cch.com/ticket/.

Modifying CCH email designs

Modifying CCH email designs is a three-step process:

- Import CCH templates
- Edit CCH email designs
- Associate custom template to the appropriate return type in Office Manager

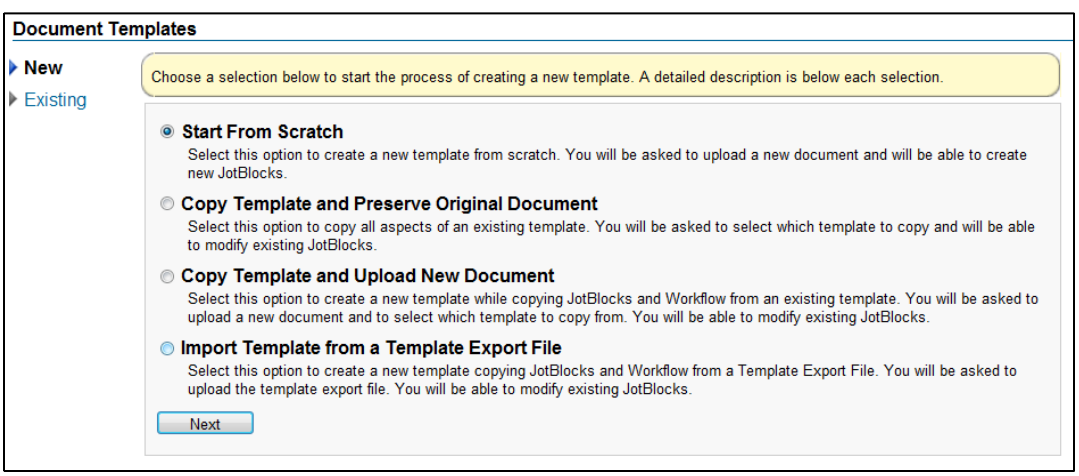
Import CCH templates

CCH has provided templates as below as starting points for customizing your email notifications. These can be downloaded from the CCH support site<link> or can be accessed from your tax install at wfx32/Samples/eSign:

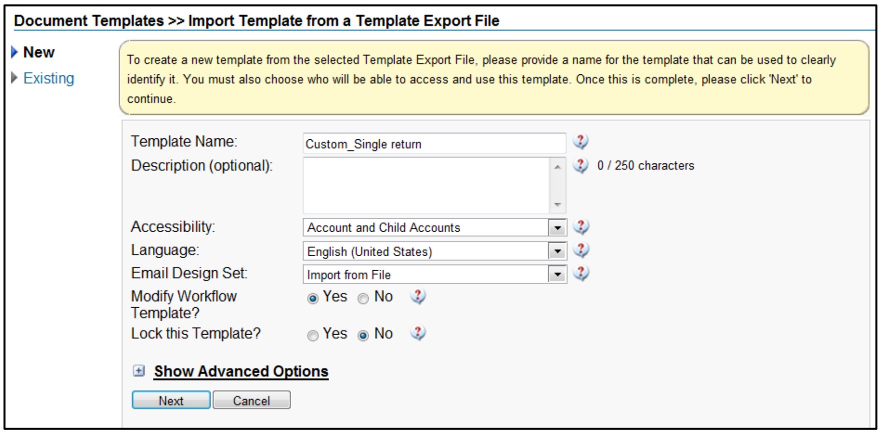
- Single.adt. Used when sending single returns through ProSystem *fx* Tax.
- Joint.adt. Used when sending joint returns through ProSystem *fx* Tax.

Perform the following steps to import the templates:

1. In your eSign account, click the **Templates** tab.
2. Click **New**.
3. Select **Import template from a Template Export File**.



4. Click **Next**.
5. Select the appropriate.adt file from wfx32\Samples\esign folder.
6. Rename the template.
7. Select **Account and Child Accounts** from the Accessibility drop-down list.



8. Complete the process by clicking on the Next through each of the screens.

   Warning! Do not change any settings during this process.

9. Click the Finish button to complete the import.

Edit CCH email designs

After you import CCH templates the following email designs become available (Navigate to Administration > Notifications > Email). Select **Edit** to open the email design. Save your edits.

Edit Copy Preview	1_CCH-8879 Available for e-Sign_Single	CCH-8879
Edit Copy Preview	2_CCH-8879 Available for e-Sign_Joint	CCH-8879
Edit Copy Preview	3_CCH-8879 Sent confirmation to preparer	CCH-8879
Edit Copy Preview	4_CCH-8879 Reminders	CCH-8879
Edit Copy Preview	5_CCH-8879 Reminder 4/15	CCH-8879
Edit Copy Preview	6a_CCH-8879 Signature complete	CCH-8879
Edit Copy Preview	6b_CCH-8879 Signature complete to preparer	CCH-8879
Edit Copy Preview	7_CCH-8879 Declined esign	CCH-8879
Edit Copy Preview	8_CCH-8879 Authentication failed	CCH-8879
Edit Copy Preview	9_CCH-Document feedback submitted	CCH-8879

Associate custom templates to the appropriate return type in Office Manager

In Office Manager, navigate to Configuration | eSign | Select Customize on the eSign setup screen. Select the appropriate custom template for the return type.

Warning! Your custom template needs to be setup with Account and Child Account accessibility in order for the custom template to be available in Office Manager. See Step 7 in section Import CCH templates in this chapter.

Merge Fields

In addition to the customization features available in the default email designs, for all CCH-8879 templates, the following template-specific merge fields are available to add to the text of the email designs:

- Firm Name
- Firm Phone
- Preparer Name <see warning below>
- Preparer Email Address
- Preparer Phone
- Account Number
- Client ID
- ERO Name
- ERO Phone
- ERO Email Address
- Return ID

To use a merge field, enclose the merge field text in square brackets. This will mark the text as "merge field information" and it will function like a formula field in the subject or body of the email.

For example:

"If you choose to not to eSign, or have any questions regarding the return, please contact me at **[Preparer Phone]** or email me at **[Preparer Email Address]**."

This will populate the Preparer Phone and Preparer Email Address associated with that specific document.

> **Warning!** Default CCH 8879 email notifications are setup with a merge field for Preparer Name. If you do not want the email notifications to display preparer name, remove the Preparer Name field from the email notification following steps above for Modifying CCH email designs.

For more information about merge fields, refer to AssureSign Knowledge Base. If you have additional questions, contact CCH Customer Support at http://support.cch.com/ticket/.

Chapter 11

MANAGING REMINDERS

Reminders are automatically sent to signatories when not all signatories have signed the document. Reminders are tied to the date of the expiration of the document and are sent XX (a configurable number) days prior to the expiration date.

The text of the reminder email and the frequency of the reminder can be configured for:

- The entire eSign account
- For the account template
- On a document-by-document basis

It is possible to resend previously sent reminders or create new reminders on an ad hoc basis.

Configuring reminders for the eSign Account

In your eSign account, navigate to Administration | Settings | Document Preferences and edit the Default days until document expires and the Default Expiration warning period as appropriate.

If your default number of days until document expiration is set to 60 and the Default expiration Warning period is set to 7, all documents will expire(no longer be available for eSign 60 days after creation). A reminder will be sent 7 days prior to the expiration date.

These settings can be overridden and additional reminders can be added at the account template level or when sending the document.

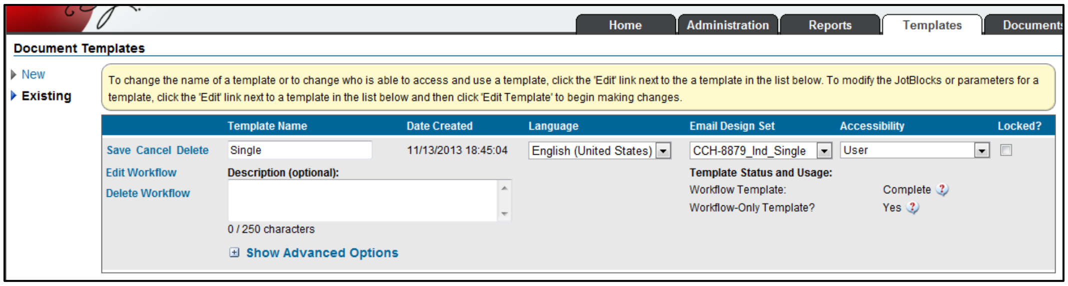
Document Preferences

The following setting(s) can be used to control default options and behaviors for documents.

	Setting	Current Value
Edit	Default Number of Days Until Document Expiration	60
Edit	Default Expiration Warning Period	7
Edit	Allow Customizations to the Signing Process?	Yes
Edit	Custom Signing Process Redirect URL	
Edit	Allow Users to Change Pen Color for Written JotBlocks?	Yes
Edit	Default Pen Color for Written JotBlocks	Blue
Edit	Make New JotBlocks Typed by Default?	No
Edit	Make Typed JotBlocks Certified by Default?	Yes
Edit	Default Font for New Typed Certified JotBlocks	Bradley Hand ITC

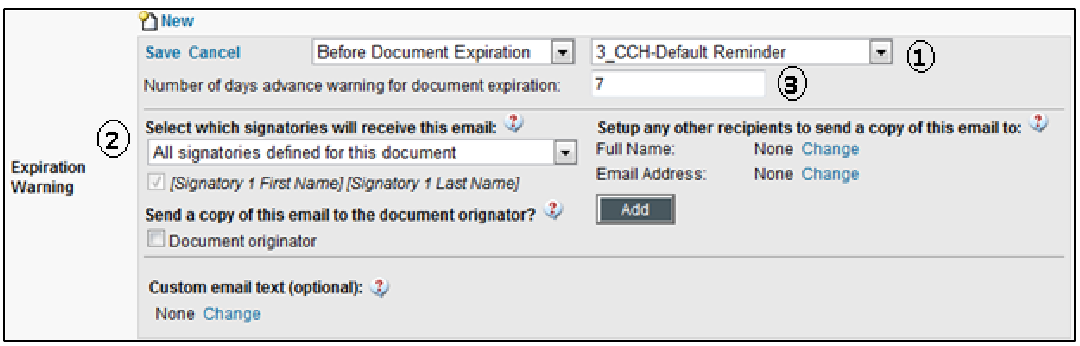
Configuring reminders for a document template

Reminders are configured when configuring emails for a document template. To setup reminders, for an existing template, select to Edit an existing template (in your eSign account, Template tab | Existing | click Edit link).



On the Edit template screen, select to edit the workflow and navigate to Emails in the navigation area. Use the Click here to create a new email link under the Expiration Warning section.

Specify the email design ❶ the signatories❷ and the timing❸ for the reminder. Select **Save.**



To set up another reminder select **New**.

Configuring reminders when sending the document

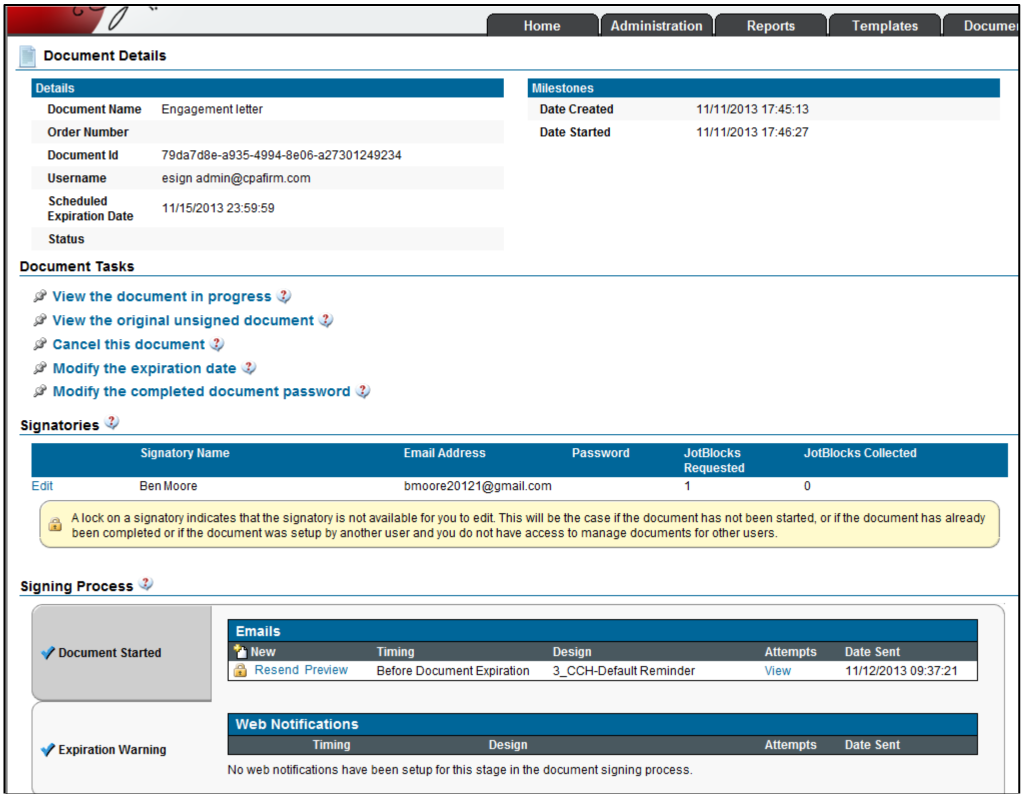
When sending the document through the web UI you can set reminders on the Email tab following the same steps in adding reminder emails to the workflow as defined in Configuring reminders for the document template section above. If you are sending the documents via the web API, the reminders will be based on the document template selected.

Sending Adhoc reminders/Resend a previous reminder

You can resend previously sent reminders or Adhoc reminders through the Document Details Report. In your eSign account browse to the Reports tab. Select Document Search. From the search results, select the document for which you want to send an Adhoc reminder or resend a previously sent reminder. Browse to the Expiration Warning tab.

- Create a new reminder by selecting the New link
- Select the resend link to send a previously sent reminder

Note: When resending or creating a new reminder you will have the ability to send to new email address or modify existing recipients.



Turning Off Reminders

If your signatories do not wish to sign, reminders are turned off when the signatories select the decline button during the signing process. Reminders are also turned off when the document is cancelled. To cancel a document see Other Document Management Functions.

Reminders for 8879 documents

8879 Reminders are preconfigured to be sent weekly as per the schedule below. An additional reminder has been configured to be sent on April 12 to remind signatories of the upcoming tax deadline.

3-Feb	7-Apr	2-Jun	4-Aug	6-Oct
10-Feb	12-Apr	9-Jun	11-Aug	13-Oct
17-Feb	14-Apr	16-Jun	18-Aug	
3-Mar	21-Apr	23-Jun	25-Aug	
10-Mar	28-Apr	30-Jun	1-Sep	
17-Mar	5-May	7-Jul	8-Sep	
24-Mar	12-May	14-Jul	15-Sep	
31-Mar	19-May	21-Jul	22-Sep	
	26-May	28-Jul	29-Sep	

Based on the above table, if you sent an 8879 document for eSign on March 15, the signatories will get a weekly reminder starting March 17 until all signatories have signed the document. The document will not be available for eSign after October 20.

For 8879 documents sent after October 20, a weekly reminder will be sent to all signatories or until the document expires (after 60 days).

For making customizations to the pre-configured reminders for the 8879 documents, see Customizing email notifications and Configuring reminders for a document template.

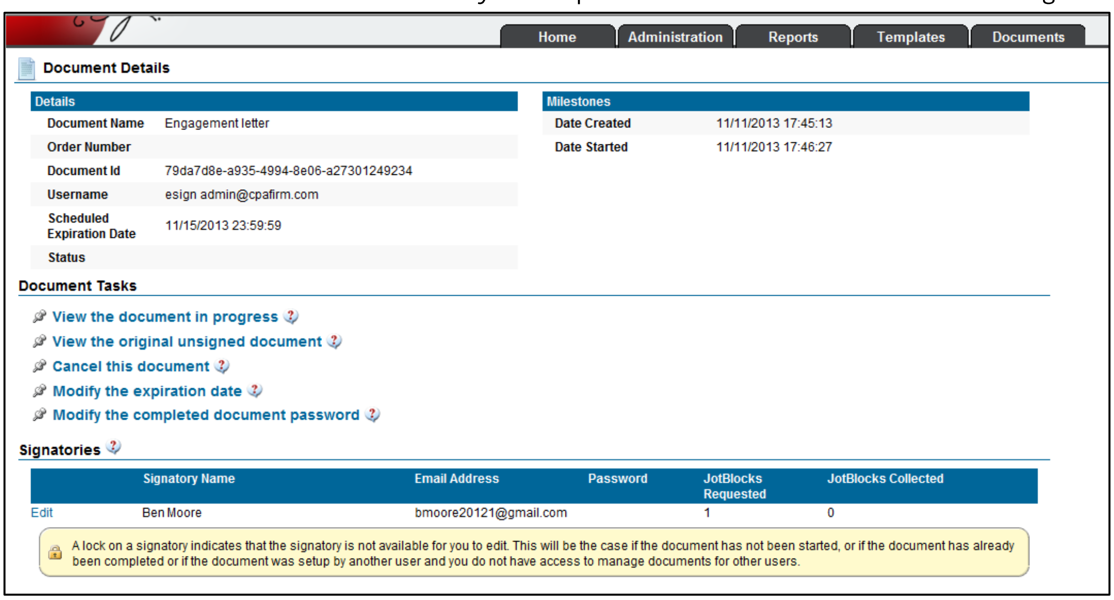
Chapter 12

Other Document Management Functions

Once a document has been sent for eSign, you can:

- View the document
- Cancel the document
- Modify the password to view completed document
- Modify the recipients' email address

In your eSign account navigate to Reports > Document Search > Enter the date or other criteria for the search > Select the document by clicking on the Document Name. Select the desired task under Document tasks and follow the on-screen instructions to finish. To modify the recipients email address select the Edit link in Signatories section.



Chapter 13

Authenticating Signers

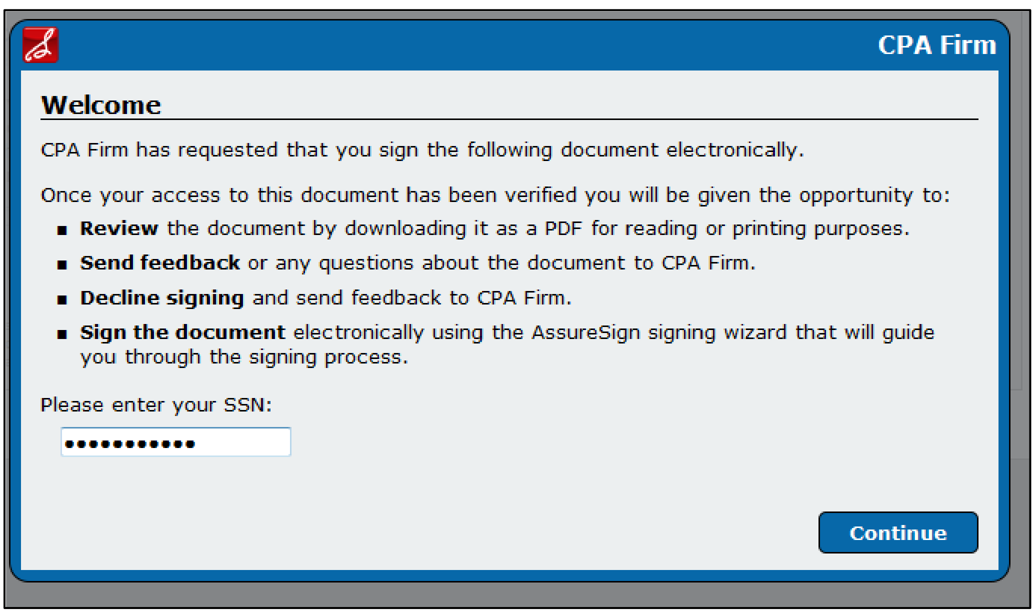
Authenticating signers ensures that the document you send for eSign does not fall into the wrong hands. It also provides a proof of identification of the signer, making the electronic signature stronger and harder to reject. CCH eSign provides two different ways to provide authentication.

Shared Secret Approach

When uploading a document, you can specify the password that the signer will need to provide before they can open the document sent to them for eSign. We recommend setting the password to a previously shared secret. For example, a social security number or date of birth. This can be used as a prompt during the signing process to eliminate the need to communicate the password separately to the signer.

Signer experience

Here is a sample screen that the signer will see when providing password authentication to access the document. In the example the SSN is used as the shared secret, a different shared secret can be set depending on the preferences of the sender.

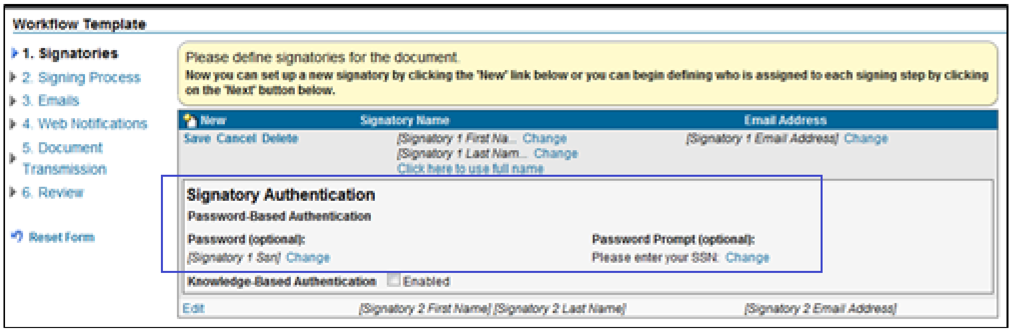


Setting up the password

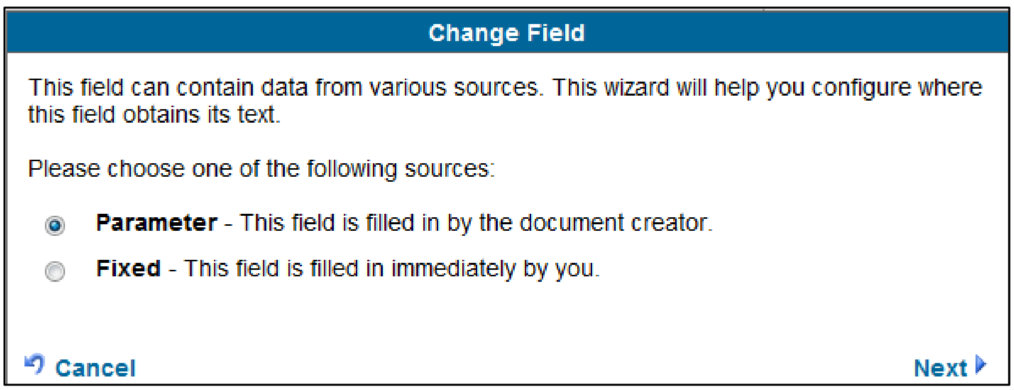
The shared secret password can be setup in the document template or when uploading the document for eSign.

Setting up passwords in the document template

Passwords can be setup at each signatory level when defining signatories in a document template. To setup a password select the Change link on the signatory setup screen.

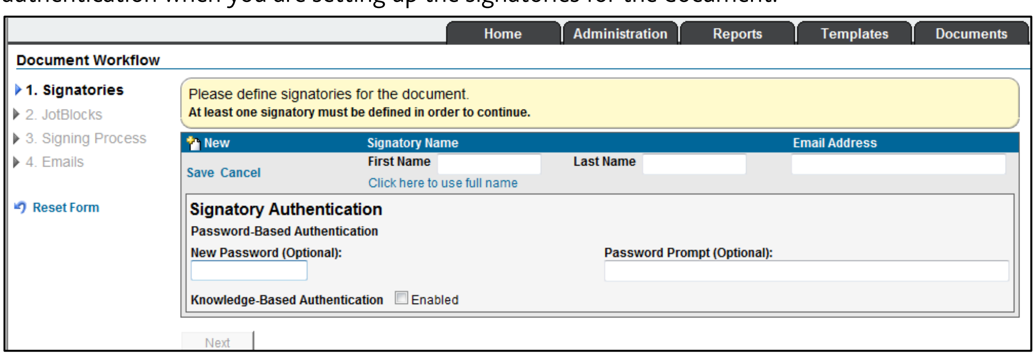


The Change link screen will launch a wizard to guide you in setting up the password.



Setting up passwords when uploading the document

If you are uploading the document via the web interface in your eSign account, you can setup password based authentication when you are setting up the signatories for the document.



For more information regarding authentication, refer to AssureSign Knowledge Base. If you have additional questions, contact CCH Customer Support at http://support.cch.com/ticket/.

Knowledge Based Authentication

To provide additional security for your clients' tax return information, we provide the ability to require to a Knowledge Based Authentication (KBA). KBA requires that the signer answer questions correctly before they are allowed to access the documents. The questions are based on public records and credit history information that is likely known only to the signer.

While all 8879 eSign requests will require a KBA, you can request KBA for other signatures by selecting the KBA option during the upload document process.

Important! Per IRS guidance electronic signatures on the 8879 will require a KBA.

Signer experience with KBA has been illustrated in chapter Signer Experience for 8879 with KBA. For more information regarding setting up documents requiring a KBA, refer to AssureSign Knowledge Base. If you have additional questions, contact CCH Customer Support at http://support.cch.com/ticket/.

Chapter 14

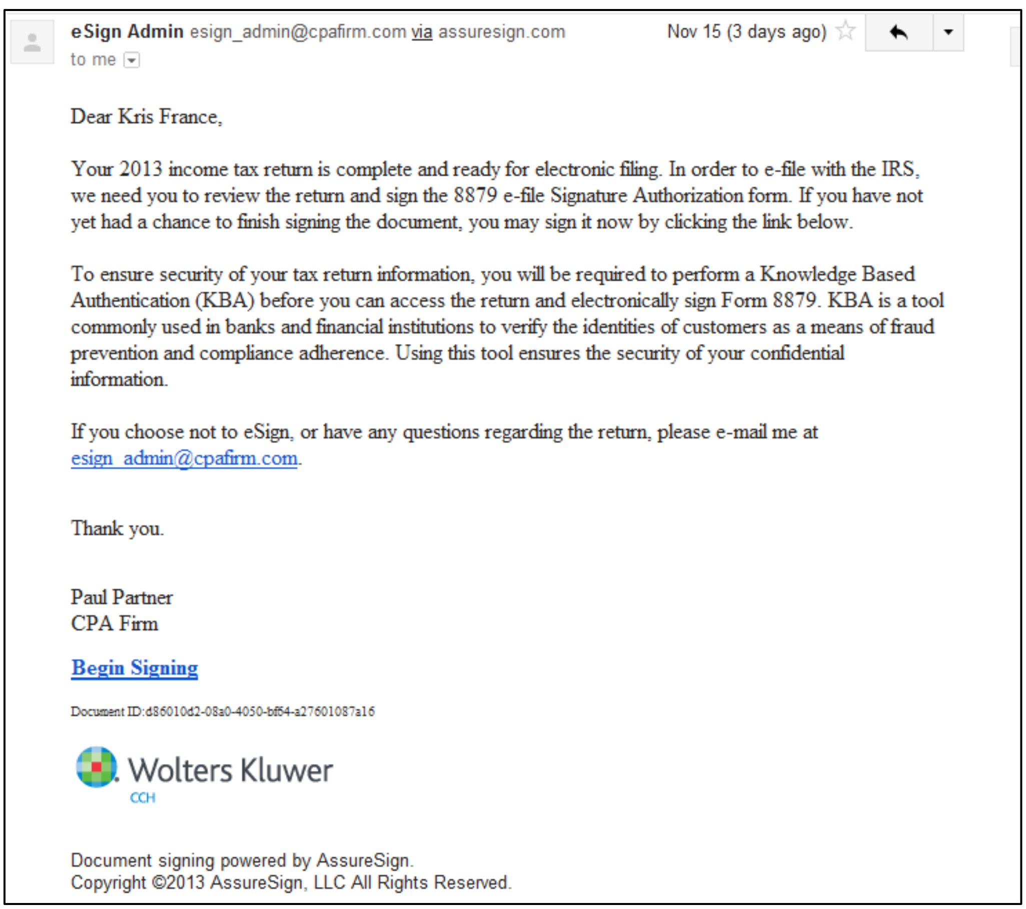
Signer Experience for 8879 with KBA

The signer experience for an 8879 is almost identical to the experience described in Signer Experience above with the exception of the KBA and the email notifications.

Receive Email Notifications

Below is the default email notification sent for requesting signatures on the 8879. The taxpayer and the spouse will each get a copy of the email. They are not required to sign in a particular order.

Note: You can customize the text of the emails. For more information about customizing emails refer to Customizing Email notifications.



eSign Admin esign_admin@cpafirm.com via assuresign.com Nov 15 (3 days ago)

to me

Dear Kris France,

Your 2013 income tax return is complete and ready for electronic filing. In order to e-file with the IRS, we need you to review the return and sign the 8879 e-file Signature Authorization form. If you have not yet had a chance to finish signing the document, you may sign it now by clicking the link below.

To ensure security of your tax return information, you will be required to perform a Knowledge Based Authentication (KBA) before you can access the return and electronically sign Form 8879. KBA is a tool commonly used in banks and financial institutions to verify the identities of customers as a means of fraud prevention and compliance adherence. Using this tool ensures the security of your confidential information.

If you choose not to eSign, or have any questions regarding the return, please e-mail me at esign_admin@cpafirm.com.

Thank you.

Paul Partner
CPA Firm

Begin Signing

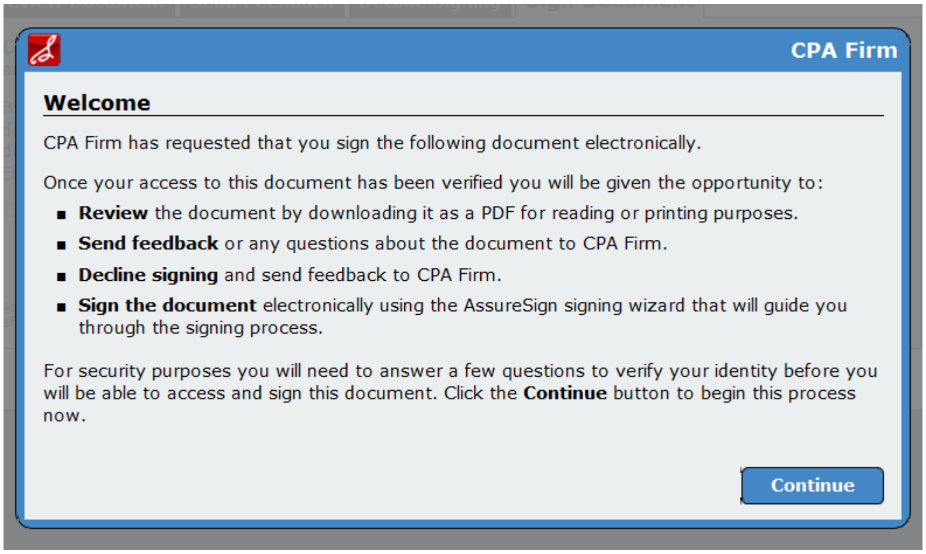
Document ID:d86010d2-08a0-4050-bf64-a27601087a16

Wolters Kluwer
CCH

Document signing powered by AssureSign.
Copyright ©2013 AssureSign, LLC All Rights Reserved.

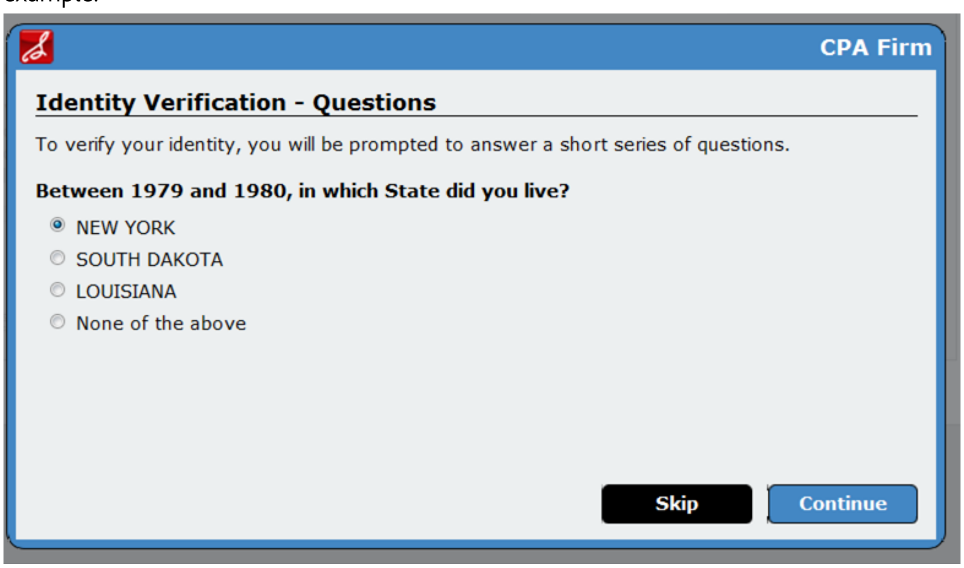
Begin Signing

The email contains a link that takes the signer to the AssureSign Web site. From the email, select **Begin Signing** to open the Welcome page on the AssureSign Web site. Click **Continue** to move to next step.



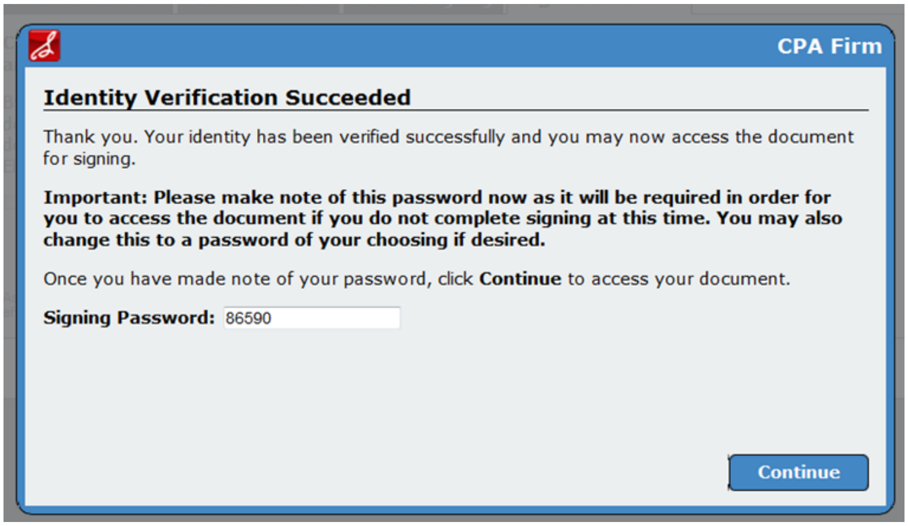
Provide Responses to KBA questions

The signer will be prompted to answer the KBA questions. They can select to Skip the question or click **Continue** after the appropriate selection is made. Signers are able to skip 1 question doing the authentication process. Below is an example.



Provide a PIN

Once the signer has successfully answered the KBA questions provided, a Signing Password is provided. This allows the signer to stop and re-start the signing process at a later time.

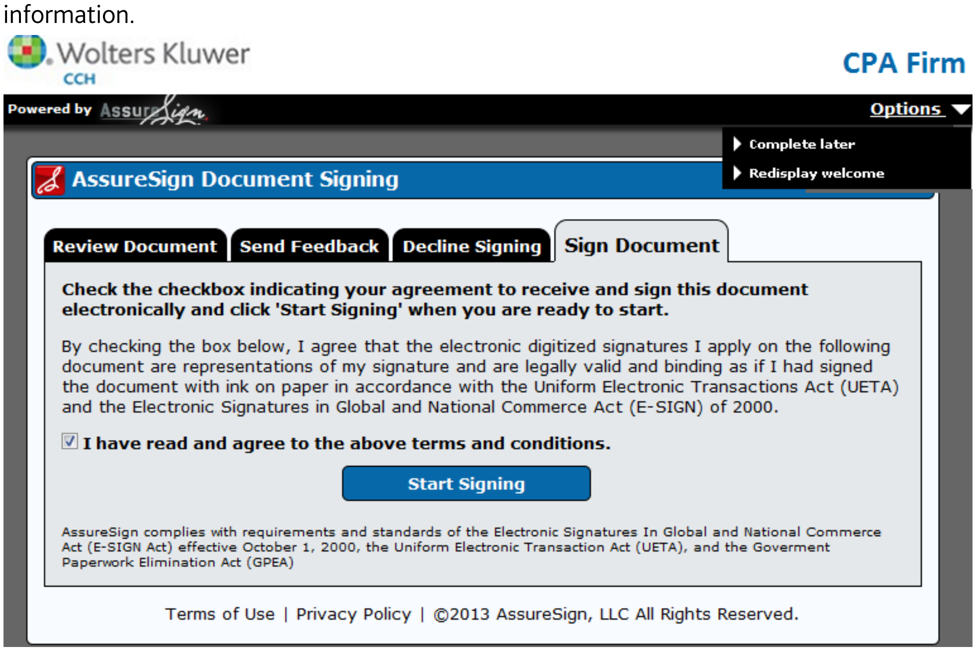


If the signer fails to respond with the correct responses, the document signing is cancelled. The tax preparer is notified by an email.

Provide Consent per Requirements of the ESIGN Act

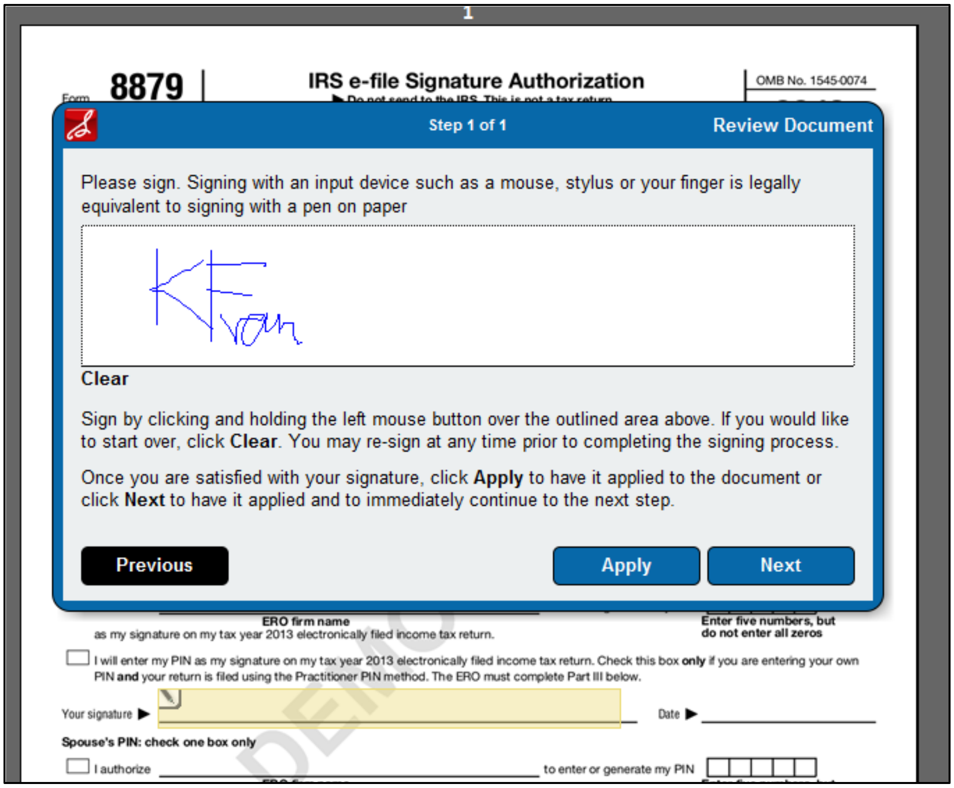
On the Sign Document tab, review the agreement and select the **I have read and agree to the above terms and conditions** check box. Then click **Start Signing**.

During this step, the signer can also download a copy of their tax return for review, send feedback, and decline to sign by selecting the appropriate action tab. The signer can also select to continue at a later time by using the Options menu. If the signers sends feedback or declines to sign, an email will be sent to the preparer with the relevant information.



Provide a Signature

The Signer can provide a signature using a mouse, stylus, or a touch pad. Follow the on-screen instructions to complete the signing.



View Signed Documents

The Signer can view, print, or download the document immediately after signing by clicking **View Completed Document**.

Both the signer and the sender will receive an email message with a link to the signed document. Access to the signed document is password protected. It is currently set at last 4 digits of the primary taxpayer's SSN.

Expanded view of signature, date and KBA audit trail

ERO firm name
as my signature on my tax year 2013 electronically filed income tax return.

Enter five numbers, but do not enter all zeros

☐ I will enter my PIN as my signature on my tax year 2013 electronically filed income tax return. Check this box **only** if you are entering your own PIN **and** your return is filed using the Practitioner PIN method. The ERO must complete Part III below.

Your signature ▶ KFran   Date ▶ 2013-11-14 14:27:01 (UT

Practitioner PIN Method Returns Only - continue below

Part III **Certification and Authentication - Practitioner PIN Method Only**

ERO's EFIN/PIN. Enter your six-digit EFIN followed by your five-digit self-selected PIN. 3 4 5 7 8 5 3 4 5 7 8

Do not enter all zeros

I certify that the above numeric entry is my PIN, which is my signature for the tax year 2013 electronically filed income tax return for the taxpayer(s) indicated above. I confirm that I am submitting this return in accordance with the requirements of the Practitioner PIN method and **Publication 1345,** Handbook for Authorized IRS *e-file* Providers of Individual Income Tax Returns.

ERO's signature ▶ CPA firm   Date ▶ 11/14/2013

319995
10-03-13

ERO Must Retain This Form - See Instructions
Do Not Submit This Form to the IRS Unless Requested To Do So

LHA **For Paperwork Reduction Act Notice, see separate instructions.** Form **8879** (2013)

KBA Completed - Kris France - 2013-11-14T20:23:11 - ID:1039613687 - IP:160.109.104.44

Reminders

Reminders for eSign are sent weekly until the document is signed. An additional reminder is configured to be sent on April 12 in time for the April tax deadline.

Reminder: Signature needed to e-file your 2013 tax return   Inbox x

eSign Admin esign_admin@cpafirm.com via assuresign.com   Nov 15 (3 days ago)
to me

Dear Kris France,

Your 2013 income tax return is complete and ready for electronic filing. In order to e-file with the IRS, we need you to review the return and sign the 8879 e-file Signature Authorization form. If you have not yet had a chance to finish signing the document, you may sign it now by clicking the link below.

To ensure security of your tax return information, you will be required to perform a Knowledge Based Authentication (KBA) before you can access the return and electronically sign Form 8879. KBA is a tool commonly used in banks and financial institutions to verify the identities of customers as a means of fraud prevention and compliance adherence. Using this tool ensures the security of your confidential information.

If you choose not to eSign, or have any questions regarding the return, please e-mail me at esign_admin@cpafirm.com.

Thank you.

Paul Partner
CPA Firm

Begin Signing

Document ID:d86010d2-08a0-4050-bf64-a27601087a16

Wolters Kluwer
CCH

If your client does not wish to provide eSign, you can cancel the document and stop any further reminders. Refer chapter Managing Reminders.

Chapter 15

eSign Copy of Tax Return

The eSign Tax return copy is the same as your client copy with the 8879 as the first page. The state return is also included along with the federal return. The transmittal letters and filing instructions have been modified as appropriate for eSignatures.

Standard Filing Instructions / Transmittal Letter - Refund

This return has been prepared for electronic filing and eSign has been selected. Please follow the instructions in the e-mail notification to complete the eSign of Form 8879. We will then transmit your return electronically to the IRS*. If after three weeks you have not received your refund, you may contact the IRS at 1-800-829-4477.

Standard Filing Instructions / Transmittal Letter - Balance Due / Zero Balance

This return has been prepared for electronic filing and eSign has been selected. Please follow the instructions in the e-mail notification to complete the eSign of Form 8879. We will then transmit your return electronically to the IRS. Do not mail the paper copy of the return to the IRS*.

Filing Instructions

This return has been prepared for electronic filing and eSign has been selected. Please follow the instructions in the e-mail notification to complete the eSign of Form 8879. We will then transmit your return electronically to the IRS*.

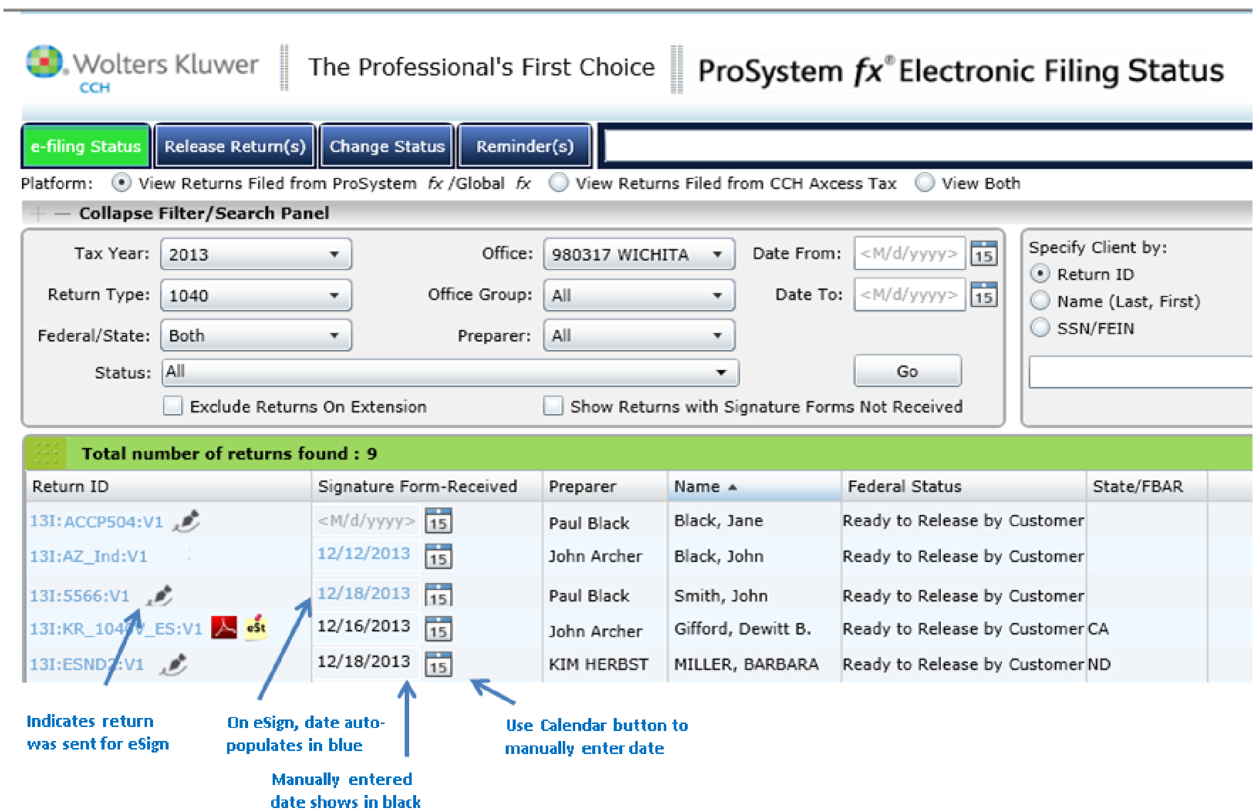
* When state returns are present, the appropriate state authority will be referenced.

Chapter 16

ELF Status System Updates

The Electronic Filing Status system has been programmed to make real-time updates when receiving completed signatures. When a return requesting eSign is uploaded for electronic filing, it is tagged to display the eSign icon. Upon completion of the signatures, the *Signature Form-received* column is automatically updated in real time with the date of the signature. The date is shown in blue font. If the taxpayer does not eSign and instead sends a paper signature, you can manually enter the date of receipt. The manually entered date is shown in a black font.

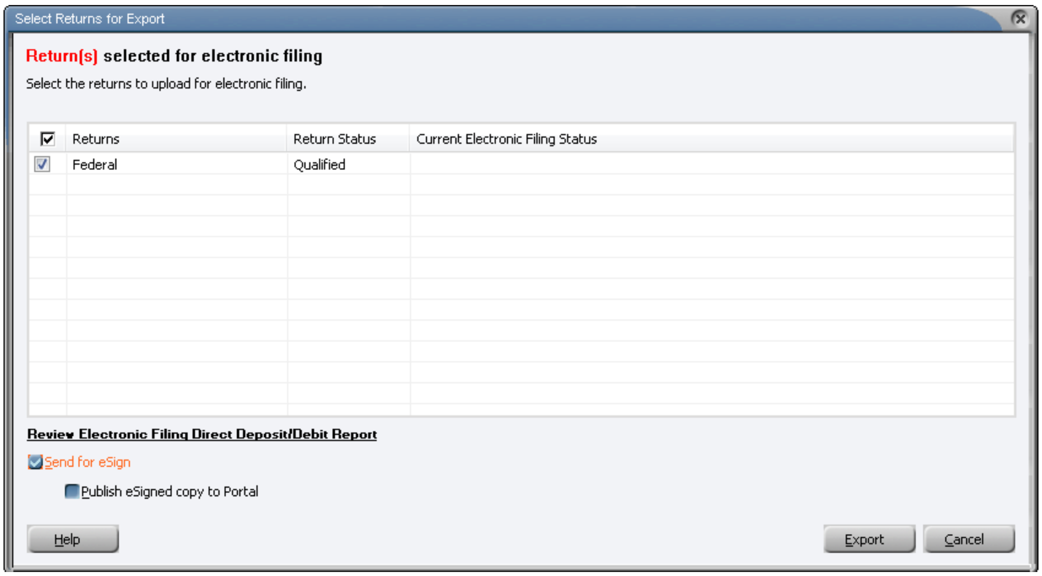
To prevent inadvertent filing of returns with the IRS before a signature is received, the returns sent for eSign do not show on the Release Returns tab until a date has been entered in the *Signature Form-received* column.



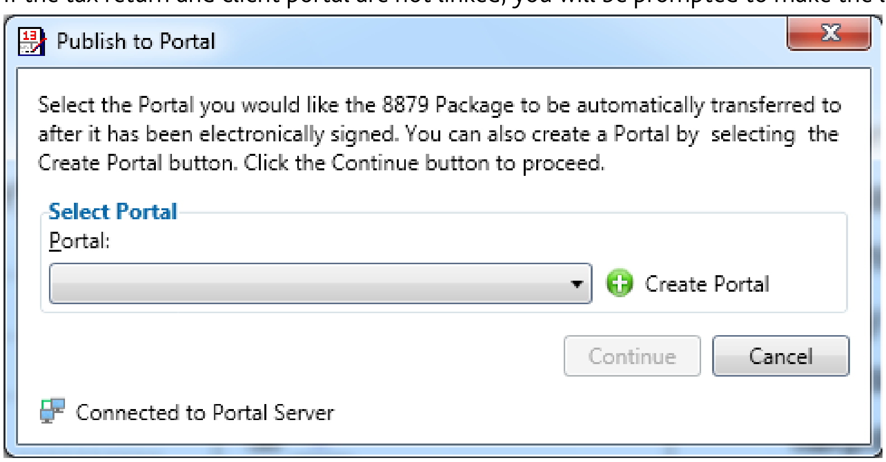
Chapter 17

Publish to Portal

When requesting eSign on the 8879, you can select to automatically file the signed copy to ProSystem *fx* Portal. This requires that the tax return be previously linked to the appropriate client portal.



If the tax return and client portal are not linked, you will be prompted to make the link during the upload process.



Chapter 18

Frequently Asked Questions

Question: Do I need to enter a separate email for the spouse when sending the 8879 for eSign? Can it be the same email I have used for the taxpayer?

Answer: You will need to use separate email addresses for the spouse and the taxpayer.

Question: Are there any restrictions on the size of the file I can send via AssureSign.

Answer: The file size cannot exceed 20 MB. In addition, there are restrictions when sending documents via the API. Please refer to DocumentNow API documentation in the AssureSign Knowledge Base.

Question: Will PDF attachments in the return be included in the eSign copy sent with the 8879?

Answer: No. PDF attachments are not included in the eSign copy. The eSign copy is the same as the Client copy generated from ProSystem *fx* Tax with the 8879 printed as the first page. We expect to allow PDF attachments to be added to the client copy in a future release.

Question: What happens to my state return?

Answer: If your state approves the use of eSign, the state return will automatically be included in the eSign copy. For states that have not yet approved eSign, you will be only allowed to send the federal copy of the return for eSign.

Question: If I entered the wrong address for the signatory how will I know? Will I need to resend the document?

Answer: If you entered a non-existent email address, a bounced email notification will be sent to the sender's email address.

In case of a wrong email address, you are not required to resend the document. You can modify the signatory email address by opening the Document Details reports and modifying the appropriate recipient email address.

Appendix

APPENDIX

States that currently permit eSign

States that do not require any signature document

Hawaii	Florida
Idaho	Kansas
Maine	Minnesota
New Hampshire	North Carolina
North Dakota	Nevada
Ohio	Tennessee
South Dakota	Texas
Washington	Wisconsin
Wyoming	

States that require a copy of federal signature document and the state has approved use of eSign

Connecticut	Missouri
Montana	Nebraska
Oregon	Utah

States with conditions

Louisiana – Will not qualify if nonresident or filed as state only
Michigan – Will not qualify if federal PIN not used or MI-8453 is used
New Jersey – Will not qualify if form NJ-8879 is used
West Virginia – Will not qualify if filed as state only

States returns for which eSign has not been enabled

Alabama	Arizona
Arkansas	California
Colorado	Delaware
DC	Georgia
Indiana	Iowa
Kentucky	Massachusetts
Maryland	Mississippi
Illinois	New Mexico
New York	Oklahoma
Pennsylvania	Rhode Island
South Carolina	Vermont
Virginia	